GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4382
ANSWERED ON:24.04.2008
ROUTINE PROBLEMS FACED BY THE AIRLINE PASSENGERS
Dhanaraju Dr. K.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) Whether any study has been done to find out and consolidate the routine problems faced by airline passengers including safe drinking water facility to those who are waiting in the lounge;

(b) if so, the details thereof; and

(c) the remedial action taken thereon?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a) & (b) Though no separate study has been conducted in this regard,a question on drinking water, i.e.,accessibility, cooling and availability of water glasses, is asked in the Customer Satisfaction Survey conducted at the airports. The results of the (August-September) 2007 Survey reveals that the Customer Satisfaction Index for above referred attribute is reasonably good.

(c) In order to increase customer satisfaction index at AAI managed airports in the areas where it is reported low, Airport Directors and Regional Executive Directors (REDs) are advised to take necessary initiatives/steps for eliminating the deficiencies. They are also advised to co-ordinate with regulators/concessionaires/agencies on items with low customer satisfaction index, where AAI has no direct control. Such issues are also taken up for discussions in fora like Airport Facilitation Committee meeting.